

SNAP Application and Call Center Metrics	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
SNAP Application Rejections*									
SNAP Applications Rejected for Failure to Complete the Interview (can include other rejection reasons)*									
Count	11,405	8,980	12,572	9,437	12,140	11,364	8,508	14,083	12,094
% of all applications rejected	51.12%	48.09%	50.07%	43.39%	50.91%	46.78%	46.42%	51.79%	51.32%
SNAP Applications rejected ONLY for Failure to Complete the Interview									
Count	9,875	7,688	10,902	8,050	10,648	9,715	7,292	12,317	10,341
% of all applications rejected	44.26%	41.17%	43.42%	37.02%	44.65%	39.99%	39.78%	45.29%	43.88%
Tier 1 Metrics									
Average Wait Time (h:mm:ss)	1:19:16	1:15:07	0:32:05	0:38:51	0:42:15	0:40:17	0:43:14	0:44:49	0:58:18
Lowest Daily Avg Wait Time	1:00:30	0:50:47	0:20:18	0:02:01	0:01:44	0:09:04	0:11:53	0:00:19	0:02:25
Highest Daily Average Wait Time	1:28:40	1:39:44	0:53:11	0:53:28	0:59:54	0:52:52	0:56:01	1:09:35	1:20:04
Min Wait Time	0:00:00.049	0:00:00.091	0:00:00.091	0:00:00.101	0:00:00.053	0:00:00.110	0:00:00.042	0:00:00.042	0:00:00.054
Max Wait Time	6:04:29	6:03:52	4:08:49	4:57:59	5:51:23	3:57:18	3:51:54	4:15:02	4:59:29
Queue Deflections**	39,321	30,950	13,254	16,399	17,492	17,416	15,494	18,764	21,380
Count of Customer Disconnects (Abandoned Calls)	31,358	30,999	31,479	35,260	34,231	29,320	21,925	19,665	14,134
Avg Time Until Customer Disconnect (h:mm:ss)	0:56:27	0:52:42	0:13:52	0:18:25	0:19:14	0:18:30	0:18:50	0:20:09	0:26:48
Accommodation Requests***									
Tier 3 Metrics									
Average Wait Time (hh:mm:ss)	0:35:01	0:37:23	0:20:38	0:19:05	0:22:17	0:20:24	0:23:37	0:34:14	0:45:26
Lowest Daily Avg Wait Time	0:29:56	0:23:24	0:13:41	0:13:00	0:17:34	0:03:49	0:14:24	0:20:57	0:37:18
Highest Daily Average Wait Time	0:43:05	0:51:22	0:28:58	0:31:24	0:32:12	0:29:03	0:36:38	0:52:06	1:05:08
Min Wait Time	0:00:00.053	0:00:00.047	0:00:00.044	0:00:00.050	0:00:00.005	0:00:00.053	0:00:00.044	0:00:00.053	0:00:00.061
Max Wait Time	3:28:51	5:12:17	2:14:05	23:02:26	2:14:34	2:11:52	2:29:19	3:12:47	4:57:35
Queue Deflections**	42,057	49,920	11,191	10,358	10,736	17,328	14,057	46,433	72,199
Count of Customer Disconnects (Abandoned Calls)	20,482	19,637	17,119	19,860	14,813	14,953	13,738	17,441	18,447
Avg Time Until Customer Disconnect	0:25:10	0:29:04	0:14:30	0:13:36	0:15:01	0:15:01	0:16:14	0:24:48	0:32:42
Accommodation Requests***									

* SNAP applications may be rejected for multiple reasons. This count includes all applications that rejected for UCI (unable to complete interview) regardless of whether there were additional reasons the application would be rejected.

** A "deflection" is a call that did not make it into the queue because of wait time thresholds. An "abandoned call" is a caller that disconnected before reaching an agent.

*** Although many accommodations are made as part of our daily work, DSS does not currently track the number of accommodation requests made by SNAP applicants and participants at a systemic level. Accommodations are currently recorded as notes in individual case files and cannot be pulled as a data element. Therefore, there is not a measurement DSS can accurately report for this metric at this time. DSS is determining how to best compile and report this information and will provide updates on this metric as soon as they become available.

**** The "Max Wait Time" for August 2024 has been skewed and, while accurate, does not reflect the time in which an individual was waiting in a queue or on hold to speak with someone in our call center. A single call did not hang up and remained open overnight in Tier 3. There were difficulties disconnecting the call that required IT assistance to resolve. No caller was left on hold for 23 hours.

Call Deflections/Redirections by Date

Date	Tier 1 Deflections	Tier 3 Deflections
1/1/2025	0	0
1/2/2025	15	3489
1/3/2025	850	2800
1/4/2025	0	0
1/5/2025	0	0
1/6/2025	1618	3911
1/7/2025	1039	3593
1/8/2025	1347	3543
1/9/2025	964	3614
1/10/2025	1053	3984
1/11/2025	0	0
1/12/2025	0	0
1/13/2025	1986	5391
1/14/2025	239	4045
1/15/2025	1234	3677
1/16/2025	967	3171
1/17/2025	785	2715
1/18/2025	0	0
1/19/2025	0	0
1/20/2025	0	0
1/21/2025	1242	2770
1/22/2025	718	2384
1/23/2025	763	2762
1/24/2025	1055	3258
1/25/2025	0	0
1/26/2025	0	0
1/27/2025	1384	3600
1/28/2025	1261	3315
1/29/2025	867	3034
1/30/2025	1026	3320
1/31/2025	967	3823